Cancellations and rescheduling

Updated July 27, 2026 at 4:17 PM

If you're a client

Each provider on Headway sets their own cancellation policy for their practice — it isn't determined by Headway. A cancellation policy is an agreement between you and your provider that outlines how much will be charged if you cancel within a certain window of time (typically 24 to 48 hours before the session).

You may have been charged a cancellation fee because:

- You canceled a session within your provider's predetermined cancellation window
- You missed your session, or did not show up for any reason, without communicating to the provider beforehand *

* *This is commonly referred to as a "no-show".*

Cancellation fees are never covered by insurance

In the event of a cancellation during the cancellation window or a "no-show", we cannot submit the charge through your insurance for reimbursement – this is because a session did not take place.

You are responsible for the entire fee, as insurance won't cover it.

Locating your provider's cancellation policy

You can find your therapists' specific fees and required cancellation window in your session reminder emails. You can also discuss this with your provider via the messaging portal or during your first session.

Disputing a cancellation fee charge

Cancellation fees are set and managed by your provider. Headway can't reverse or waive these charges. Please contact your provider directly to discuss your fee; if they agree to a waiver, they must initiate the adjustment on their end.

Canceling or rescheduling a session

If you need to cancel or reschedule a session, you can do so in the Appointments section of your account.

To modify your session details, please navigate to the session you want to adjust, select the "Cancel Session" button, and from there, you'll have the option to:

- Message your provider to reschedule your session **or**
- Click on the "cancel appointment" button to cancel without rescheduling

What if my provider cancels my appointment?

If your provider cancels your appointment, you'll receive a notification letting you know. In some cases, you may also receive a follow-up message from Headway with options to help you continue your care.

Your options after a cancellation:

- Rebook with your provider — If you'd like to continue with the same provider, you can visit their profile to see their available times and book a new session. You can also message them directly through your Headway portal.

- Find a new provider — If you'd prefer to find someone new, you can search for available providers at headway.co, where you can filter by insurance, specialty, and availability. If you'd like help finding a match, our care navigator team is available at (833) 658-5982.

Receiving a follow-up message from Headway does not mean your provider ended your relationship or that you need to find someone new — it's simply meant to make sure you have easy options to keep your care moving forward.

> *Note: This follow-up message applies to first-time insurance-billed appointments only. It does not apply to EAP sessions, self-pay sessions, or appointments with providers you've previously had a confirmed session with.*

If your appointment was cancelled before it started

In some cases, Headway may cancel a newly booked appointment if we're unable to confirm your provider is active and ready for your session. If this happens, you'll hear from us right away with two options:

- Rebook with the same provider — you can schedule a new appointment from your Headway account if you'd like to continue with them
- Find a new provider — if you'd prefer a fresh start, we'll help you connect with someone who's a great fit and ready to see you

We're sorry for the disruption. Reach out to our support team anytime if you have questions.

Changing your session location

If you need to change a virtual visit to in-person, or an in-person visit to virtual, you'll need to contact your provider directly. You can do this by reaching out to your provider via Messages on Headway.

If you're a provider

Your cancellation fee will apply when the cancellation is initiated by the client. If you're cancelling on their behalf, you'll be able to indicate this in your calendar.

In order to trigger a cancellation fee, you'll have to select either "**client did not show**" or "**client canceled session**" from the drop down. If you select any other option, you **will not** be able to charge a fee.

Cancellation fees are paid in full to you, not to Headway. These payments will appear in your regularly scheduled payout after being successfully paid by your client.

Check out our article on getting paid for more information on how and when this happens. To ensure you are paid out for cancellation fees in a prompt manner, please make sure your client has up to date payment information on file .

Rescheduling sessions

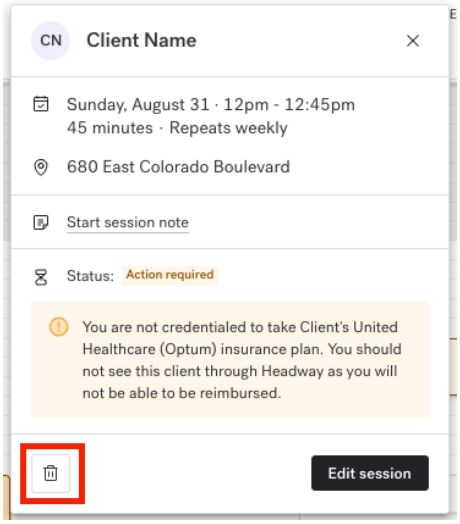
To reschedule:

1. Visit your calendar page
2. Click into the session you need to reschedule
3. Select **Reschedule session**
4. Enter the new details in that same window

Canceling sessions

To cancel:

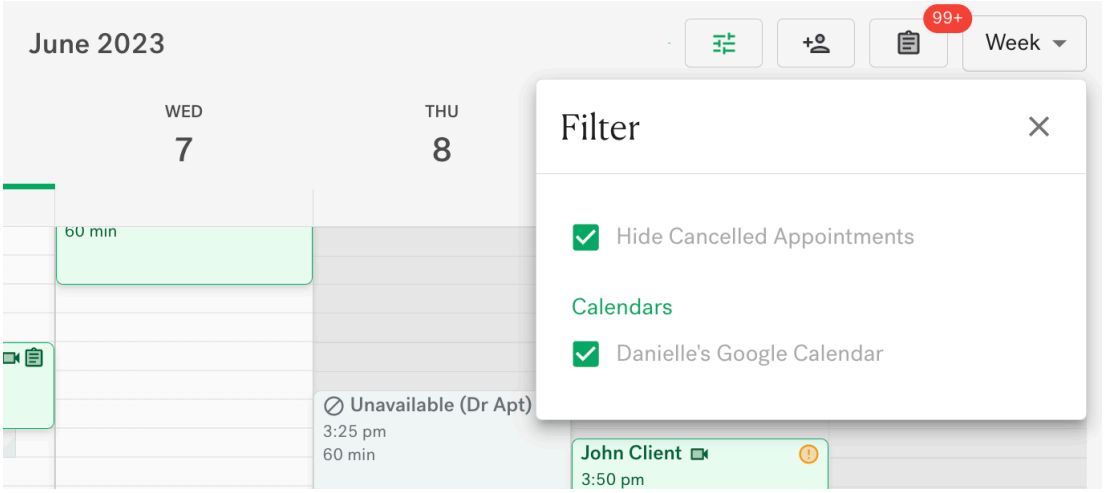
1. Visit your calendar page
2. Click into the session you need to cancel
3. Click on the trash can icon in the lower lefthand side, next to **Edit session**


CN
Client Name
Sunday, August 31 · 12pm - 12:45pm
45 minutes · Repeats weekly
680 East Colorado Boulevard
Start session note
Status:
Action required
You are not credentialed to take Client's United Healthcare (Optum) insurance plan. You should not see this client through Headway as you will not be able to be reimbursed.
Edit session

4. Select the reason for cancellation and confirm the client fee (if any)

Managing canceled sessions

You can hide canceled sessions from your calendar by using the filter at the top of the calendar page (see below).



> **Before canceling, double check the fee**
>
> We receive a high number of inquiries from clients pertaining to cancellation fees. If you are canceling a session on their behalf due to a conflict / reschedule, and have agreed to waive the fee, be sure to update the amount charged prior to cancelling.

If your appointment was automatically cancelled due to inactivity

If you haven't logged into Sigmund in 7 or more days and a new patient referral arrives, Headway will send you a reminder — via Sigmund, email, and text — and ask you to log in within 48 hours to review your upcoming appointment.

If no Sigmund login is detected within that window, the appointment may be automatically cancelled so the patient can access timely care.

If this happens:

- The cancellation will be system-initiated — not something you or a Headway admin did
- The patient will be notified and offered options to rebook with you or find a new provider
- If you believe this was a mistake — for example, if you'd already connected with this patient via a free consultation — please reach out to our support team

To avoid automatic cancellations, log into Sigmund regularly and especially after receiving a new referral notification.

Managing your cancellation policy

You can edit your policy within Settings in your Billing tab.

Please note: *Cancellation fees may only be in whole dollar amounts. Our platform does not allow cancellation fees which include cents.*

To set or update your policy:

1. Visit your Billing page
2. Click "Update cancellation policy"
3. Enter the cancellation fee you'd like to set
4. Choose a 24-hour or 48-hour cancellation window

> ### Cancellation fee maximum
>
> As a note, cancellation fees cannot exceed $200.

Editing and waiving cancellation fees

For any cancellations that you process on Headway, we'll automatically populate your set cancellation fee if it applies. You can then edit the fee if you'd like to waive it or adjust it up or down as needed.

You can edit the dollar amount or cancel out cancellation fees anytime before your next payment goes through (15th and last day of the month). We'll always show you how many days are left to edit in your calendar, and we'll take care of charging or refunding your client any difference.

To waive the fee:

1. Visit your calendar
2. Select the canceled session you want to edit
3. Click "Modify cancellation details"
4. Make any necessary changes to the cancellation reason and set the fee to $0 to waive
5. Click "Modify" to save

To edit the dollar amount of the fee:

1. Visit your calendar
2. Select the canceled session you want to edit
3. Click "Modify cancellation details"
4. Make any necessary changes to the cancellation reason and fee
5. Click "Modify" to save

Retroactively charging a cancellation fee

In the event that you've already canceled a session and did not add a cancellation fee, but would like to:

1. Add the session to your calendar again
2. Click on the newly added session
3. Select "cancel session"
4. Select either “client did not show” or “client canceled session” as the cancellation reason from the drop down menu
5. Enter the cancellation fee under "How much should we bill the client?"
6. Click the "cancel session" button

Customer support

Get in touch

Send a request via our contact form

Support ticket status

Sign in to check the status of your open support tickets

Chat with Headway's virtual assistant

Log in to get quick responses to commonly asked questions

Emergency resources

Free and confidential support 24/7